NEVADA GAMING CONTROL BOARD

Proposed Requirements for Kiosks used on Cashless Wagering Systems

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1 INTRODUCTION

This document outlines the requirements for kiosks that are used in conjunction with a cashless wagering system as defined by NRS 463.014 and are capable of:

1. Accepting or generating wagering instruments and/or wagering credits;
2. Initiating electronic transfers of money to or from a wagering account.

Specific requirements may be waived if the requirement is not germane to the functionality of the kiosk as submitted.

2 DEVICE INTEGRITY

2.1 Electrostatic Discharge (ESD)

a) When connected to the system the kiosk is required to exhibit total immunity to electrostatic discharges of 20,000 VDC on all patron exposed areas.

b) When connected to the system the kiosk is required to exhibit a capacity to recover and complete any interrupted transaction without loss or corruption of any stored or displayed information and without component failure when exposed to electrostatic discharges of 27,000 VDC on all player exposed areas.

2.2 Power Supply

All kiosks must include a means to protect against transaction failure and data loss due to AC power loss.

3 ERROR CONDITIONS

3.1 Soft Tilts

Kiosks must detect and display the following conditions. These conditions may be automatically cleared by the kiosk when the condition no longer exists and upon completion of a new transaction.

a) Power reset.
b) Door open.
c) Door just closed.
d) System communication loss. Non-system transactions may continue while system communication is down.
e) Voucher Printer Paper Low.

3.2 Hard Tilts

Kiosks must detect and display the following error conditions that prohibit new transactions and may only be cleared by an attendant:

a) Failed to make payment.
b) Bill validator failure.
c) Printer failure (Out of paper, jam, etc.)

4 ACCOUNTING

4.1 Identification

Each kiosk connected to a cashless wagering system must be uniquely identified by the cashless wagering system. This includes kiosks that are connected to the cashless wagering system through a gateway or kiosk server.

4.2 Real Time Clock

Each kiosk must be capable of synchronizing its real time clock to that of the cashless wagering system.

4.3 Meters

All kiosks must be equipped with electronic digital storage meters of at least ten digits that can be displayed upon demand and that accumulate the following information in dollars and cents when applicable:

a) Physical Coin In. The kiosk must have a meter specifically labeled "Physical Coin In" that accumulates the value of all coins accepted by the kiosk;
b) Physical Coin Out. The kiosk must have a meter specifically labeled "Physical Coin Out" that accumulates the value of all coins paid by the kiosk;
c) Voucher In. The kiosk must have a meter specifically labeled "Voucher In" that accumulates the total value of all slot machine wagering vouchers accepted by the kiosk;
d) Voucher Out. The kiosk must have a meter specifically labeled "Voucher Out" that accumulates the total value of all slot machine wagering vouchers issued by the kiosk;
e) Bill In. The kiosk must have a meter specifically labeled "Bill In" that accumulates the total value of currency accepted. Additionally, the machine must have a specific meter for each denomination of currency accepted that records the number of bills accepted by the kiosk;
f) Bill Out. The kiosk must have a meter specifically labeled "Bill Out" that accumulates the total value of currency dispensed. Additionally, the machine must have a specific meter for each denomination of currency dispensed that records the number of bills dispensed by the kiosk;

g) Wagering Account Transfer In. The kiosk must have a meter specifically labeled "WAT In" that accumulates the total value of cashable credits electronically transferred to the kiosk from a wagering account by means of an external connection between the kiosk and a cashless wagering system;
h) Wagering Account Transfer Out. The kiosk must have a meter specifically labeled "WAT Out" that accumulates the total value of cashable credits electronically transferred from the kiosk to a wagering account by means of an external connection between the kiosk and a cashless wagering system;
~~i) [**Attendant Pays. The kiosk must have a meter specifically labeled "Attendant Pays" that accumulates the total value of all attendant pays dispensed by the kiosk.]**~~
~~j) [**Points Redeemed. The kiosk must have a meter specifically labeled "Points Redeemed" that accumulates the total value of all payouts resulting from point redemption.**]~~
l) such other meters required by the Board.

4.4 Event Log

All kiosks must have the capacity to display a complete transaction history for the most recent transaction and the previous thirty-four transactions prior to the most recent transaction for each of the following types of transactions. History must include disposition of transaction, date and time of transaction, and the amount of transaction.

a) Voucher Redemption
b) Voucher Validation
c) Wagering Account Transactions
d) ~~**[Point Redemption Transactions]**~~
e) ~~**[Attendant Pays]**~~

4.5 Reports

Kiosk or kiosk-associated equipment must be capable of producing the following reports upon demand.

a) Voucher Transaction Report. Report must include the disposition (paid, partial pay, unpaid etc.) of vouchers accepted by the kiosk, the validation number, the date and time of redemption, and the amount. This information must be available by reconciliation period (i.e. by day, shift or drop cycle).
b) Reconciliation Report. Report must include the current cash balance of the kiosk, the current voucher balance in total by dollar amount and by voucher count of the kiosk, and the reconciliation period date and time.

4.6 Prohibited Transactions

A kiosk shall not allow for greater than $3000 in consecutive cash for cash transactions.

5 SECURITY

5.1 Physical

A kiosk must resist forced illegal entry and must retain evidence of any entry until properly cleared or until a new play is initiated. A kiosk must have a protective cover over the circuit boards that contain programs and circuitry used in the system communication and control of the kiosk, including any electrically alterable program storage media. The cover must be designed to permit installation of a security locking mechanism by the manufacturer or end user of the kiosk.

5.2 Communications

Each kiosk interfaced with a cashless wagering system [~~or system which allows the redemption of points~~]shall employ a secure communication method between the redemption kiosk and system.

6 QUESTIONS REGARDING THESE REQUIREMENTS

Q1. Will a reasonable time frame for the effective date for implementing the standards be established? Will kiosks continue to be approved that do not meet the standards in the interim?

A reasonable time frame will be made to allow for implementing the standards. This time frame has not yet been established and all kiosks submitted prior to the effective date of the standards will be reviewed and approved using the current requirements.

Q2. Standard 4.1 indicates that each kiosk must be uniquely identified by the cashless wagering system. Although the wagering system should identify each transaction at multiple kiosks on a kiosk server, it seems reasonable that the objective of data reporting by kiosk be satisfied with information maintained on either an approved cashless system or an approved kiosk server.

*All transactions must be recorded by the **cashless wagering system** using the unique identifier of the kiosk at which the transaction occurred.*

Q3. Is bill-breaking considered a non-system transaction?

Yes. Bill breaking and coin redemption may continue if system communication is lost.

Q4. Where there are references to the “voucher printer”, does this also apply to the error/receipt printer on our machine since we do not print gaming vouchers?

The term “voucher printer” refers to printers that print wagering instruments as defined by the Technical Standards for Gaming Devices and On-Line Slot Systems.

Q5. Can the requirement for “electronic digital storage meters” be satisfied with software metering of transaction details, or are actual individual mechanical meters required?

Mechanical meters are not required. All meters are to be required to be stored in non-volatile memory.

Q6. Can you explain in detail the difference between the “door open” tilt and the “door just closed” tilt?

When a door open event occurs a door open indication must be made. Once the door has been closed the “door just closed” indication may replace the “door open” indication. The “door just closed” indication must remain until the completion of the next monetary transaction.

Q7. Electrostatic Discharge (ESD)
Additional details about the testing environment and methods would be preferred, because these parameters have a major influence on test results. Important information is:

- Test environment (tools, grounding, testing construction)
- Direct and/or air discharge
- Interval (time of discharge and break between discharges)

A kiosk must exhibit total immunity to human body electrostatic discharges on all patron-exposed areas. For purposes of this standard, a human body discharge is considered to be an electrical potential of not greater than 20,000 volts DC discharged through a network with a series resistance of 150 to 1500 ohms shunted by a capacitance of 100 to 150 picofarads. The device must withstand this discharge repeated at one-second intervals. The power source for this human body equivalent is a high-impedance source such that, in effect, the energy available for a given discharge is limited to that contained in the shunt capacitor.

A kiosk may exhibit temporary disruption when subjected to electrostatic discharges of 20,000 to 27,000 volts DC through a network with a series resistance of 150 to 1500 ohms shunted by a capacitance of 100 to 150 picofarads, but must exhibit a capacity to recover and complete an interrupted transaction without loss or corruption of any stored or displayed information and without component failure.

Q8. The ESD test equipment that we use to conduct ESD testing fluctuates when pointed up or down. When completing this test, is there a specific device NGCB Lab uses that we may purchase to more accurately complete this test for future approvals.

The Lab currently uses a Haefely PESD 3000 and a Keytek Series 2000 to conduct ESD testing.

Q9. Soft Tilts
How should detected error conditions be displayed, on-screen only and/or by a visible/audible alarm?

All indicators must be visual.

Q10. Soft Tilts
Power reset – it is not clear to us what is meant by this in the document.

Power reset indication simply indicates that a loss of power has occurred since the completion of the last monetary transaction

Q11. Event Log
Would one event log including 35 of transactions be acceptable or are individual logs required for each type of transaction?

One event log for all transactions is acceptable. However, it is strongly recommended that every attempt be made to record as many transactions as possible.

Q12. Will there be a minimum requirement as to how often the RTC synchronization process will be required between the kiosk server and the cashless wagering system?

Synchronization must precede each cashless transaction with the cashless wagering system. This is necessary for cashless systems that rely upon the kiosk or kiosk server RTC for the date and time of the cashless transaction.

Q13. Our position is that a unit should continue to operate whenever possible. Unlike slot machines where a property has hundreds or even thousands on site there will be only a few kiosks available to patrons. Therefore, we have specifically built our units with redundancy to keep them functional. For example we have two BVs in the event one fails or becomes jammed, the other can still process transactions. If a cassette runs out of bills or there is a jam in a cassette, provided the transport mechanism is clear our unit will continue to function and dispense accurately. If it cannot satisfy the request it will tell the patron to go to another kiosk. This is also true of coins. We feel that in the event of a Hard Tilt the unit should take steps to notify the property and if possible continue to process transactions for patrons.

Kiosks may continue to process transactions that are not affected by the hard tilt as long as there are no pending transactions. For example, if a bill validator jam occurs while bill breaking and the transaction was not completed the kiosk must disable all transactions until the tilt is acknowledged by the operator and the transaction has been completed.

Q14. Periodic meters will not be a requirement but can be offered to customers if available?

The Kiosk requirements are minimum requirements. You may add as many bells and whistles that you wish as long as the minimum standards are met.